

JOB DESCRIPTION

Job Title: Interim HR and OD Transformation Lead

Pay Band: 8D

Hours: 37.5 hours per week

Accountable to: CFO

Location: Leeds, London, Homeworking or Hybrid

Purpose: The post holder is expected to fully understand, embrace and uphold NHS Resolution's Purpose and Values:

"To provide expertise to the NHS on resolving concerns fairly, share learning for improvement and preserve resources for patient care."

Values:

Professional

Being an organisation which operates to the highest possible professional standards.

Expert

Being the centre of expertise for resolving claims, disputes and concerns about performance.

Ethical

Having high standards and doing the right thing.

Respectful

Dealing with customers, colleagues, patients and the public in a considerate and respectful way.

Key Working Relationships

Internal

- Deputy Director of HR and OD
- CFO
- Senior Management Team
- All NHS Resolution staff

External

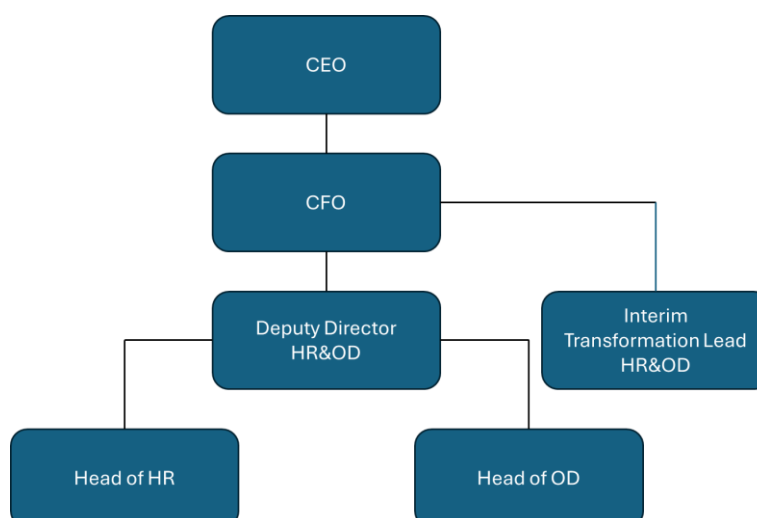
- NHS Bodies
- Arms' Length Bodies
- Other external stakeholders

Job Summary

As the interim People Transformation Lead for NHS Resolution, you will play a pivotal leadership role in shaping the department's strategic direction through effective organisational design and development. You will hold corporate responsibility for leading the transformation overseeing restructuring and redesign of the department while fostering a positive culture that aligns with the department's mission and goals.

This is a senior leadership role that requires strategic thinking, a deep understanding of human resources, and experience in organisational change within a complex government or wider public sector organisation. You will work alongside the CEO, CFO and Deputy Director of HR&OD to scope, communicate and implement the changes required to support the organisational requirements of the HR&OD function going forward. A review of the function has already been undertaken and this role will use this alongside other intelligence to implement change in a structured way to drive forward HR&OD function.

Organisation Chart



Main Duties and Responsibilities

Organisational Development and Restructuring

- Lead and oversee organisational design, restructuring and implementation of the HR&OD function to ensure the delivery of its services offer effective support and impact across NHS Resolution. Ensuring that the HR&OD department is appropriately resourced, agile, and able to deliver on its mandates efficiently and effectively. Follow any organisational policies in implementing the change and structure changes.
- Develop and implement change management strategies, ensuring smooth transitions during periods of organisational change.
- Work closely with the Senior management team (SMT) to ensure engagement with and awareness of key decisions in developing HR/OD function to support the future of the organisation. This should include future proofing where possible, using trend and forecast data to understand the organisational direction.
- Using market data and current best practices on the design and implementation of the departments structure and ways of working
- Put in place a process for regular reviews of the department's organisational structure, identifying opportunities for continuous improvement and alignment with evolving government priorities.
- Partner with senior leadership to identify workforce capabilities required for the future and design the organisation accordingly.
- Drive the implementation of new operating models, business processes, and workforce systems that enhance organisational effectiveness.

Talent Management and Workforce Planning

- As part of the organisational design for the department work with the SMT to assess the future need of the organisation and undertake a skills assessment of the relevant areas
- Champion the department's approach to upskilling and reskilling employees, ensuring the workforce is equipped for the future.
- Collaborate with senior leaders to identify critical talent gaps and implement solutions for attracting, developing, and retaining high-performing employees.

Strategic Leadership and HR Vision

- Provide thought leadership on best practices and innovation in HR and people management to drive performance, engagement, and inclusivity within the department.
- An ability to inspire and bringing the whole team along on the change

HR Systems

- Bring ideas and support the development of technology and automation of systems and processes
- Monitor and ensure adherence to all legal and regulatory requirements related to employment, health, and safety.

- Creates a continuous improvement environment where individuals are supported to drive innovation to deliver efficient and effective corporate services.

Stakeholder Management and Collaboration

- Work collaboratively with the SMT to ensure the future organisational needs are factored into the planning for the medium to long term design of the team.
- Establish and maintain effective working relationships with key stakeholders, including senior leaders, the HR&OD team, external agencies, and other public sector departments.
- Helping to build the appropriate networks across other ALB and wider government to benefit from external change and support the development of the HR&OD
- Attend the NHS Resolution Board or Senior Management Team meetings as appropriate.

HR Culture and Employee Engagement

- Cultivate and sustain a high-performance culture that promotes innovation, collaboration, and accountability across the department.
- Lead initiatives that foster employee engagement, morale, and well-being, and develop strategies to improve employee satisfaction and retention.

Communicates Effectively

- Will be required to deal with complex, sensitive and contentious information. The highest level of interpersonal and communication skills will be required to overcome challenges.
- Able to influence in external and internal engagements with the Board, Senior Management Team, staff and stakeholders through effective verbal and written contributions, with the development of relationships and reasoned arguments.
- Influences, and is prepared to constructively challenge, Directors and managers in the organisation and external stakeholders in an appropriate way.
- Drafts clear and concise content for a wide range of audiences
- The post holder will have well-developed emotional intelligence to communicate and motivate individuals and teams at all levels of the organisation and external stakeholders.

Management, Planning and Organisational Skills

- Will be required to develop an implementation plan across a broad range of complex long term activities which may require adjustment of plans. The plan may involve managing uncertainty and may impact across the whole organisation
- Will be required to lead and manage the change function supporting the programme, to ensure effective monitoring and delivery against plan.
- Manage a highly complex array of issues simultaneously, and able to prioritise effectively, drawing on a wide range of resources and be flexible to adapt plans to meet emergent needs.
- Understands and factors in resourcing impacts across the organisation when developing plans, working with others to ensure that plans are robust and deliverable.

Analytical and judgemental skills

- Will be required to undertake their own research into HR, OD and Learning best practice and to quality assure/audit the work of others.
- Will be required to make judgements based on highly complex information requiring analysis, interpretation and comparison of a range of options

Financial responsibility

- Will be responsible for the budgetary impact of any changes in organisational design or structures across the whole organisation.

Develop Self, Others and Team

- Participate in the Annual Performance Appraisal process, sourcing and undertaking training as identified in the Personal Development Plan.

Effort and Working Environment

Physical effort

- Office based post which requires the post holder to sit in a restricted position for the majority of the working day; the post holder will be required to undertake light physical effort when carrying laptop and documents between NHS Resolution offices or meetings and events.

Mental effort

- Intense concentration is required for detailed analysis and complex and sensitive issues. Analysing complex streams of information to model into critical information to be used in making crucial decisions. Flexibility is required due to the unpredictable nature of demands on workload and interruptions on a daily basis.

Emotional effort

- Exposure to distressing or emotional circumstances will be occasional; the post holder will be required to be sensitive when influencing stakeholders and staff with regards implementation of change and may be required to impart unwelcome news to staff

Working conditions

- Normal office conditions with a requirement to use a computer for the majority of the working day. The post holder will be required to travel to attend external meetings on an occasional basis via public transport.

Further Information

1. The post holder must ensure that personal information for claimants, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the *Data Protection Act/General Data Protection Regulations 2018* and the *Common Law Duty of Confidentiality*.
2. The post holder must follow the record keeping guidelines established by NHS Resolution to ensure compliance with the *Freedom of Information Act 2000*.
3. The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
4. The post holder is required to become familiar and comply with NHS Resolution's policies and procedures.
5. The post holder must be aware of individual responsibilities under the *Health and Safety at Work Act* and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.
6. The post holder is expected to develop IT skills.
7. The post holder may be required to undertake duties at any location within NHS Resolution, in order to meet service needs.
8. This job description and person specification are intended as a guide to the main responsibilities and profile of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to the post's grades, which are not listed above, at the direction of a manager. The job description may be amended from time to time after consultation with the post holder.
9. NHS Resolution operates *No Smoking Policy* and *No Alcohol policies*.

Person Specification

Category	Criteria	Essential (E) Desirable (D)	How tested*
Education and Qualifications	Qualified at CIPD Level 7 (MCIPD) or possess equivalent learned experience	E	A & I
	Transformation/Change	D	A & I
Skills and Abilities	Proficient IT skills and ability to use Microsoft Office packages (i.e. Outlook/Word/Excel/PowerPoint)	E	A & I
	Familiarity with HR information systems, data analytics, and digital transformation in HR.	E	A & I
	Strong Communication and Influencing: Excellent interpersonal and communication skills, with the ability to build relationships with senior executives, employees, and external stakeholders.	E	A & I
Experience	Proven Leadership: Extensive experience in a senior HR or organisational development leadership role, preferably within the public sector or a medium-sized, complex organisation.	E	A & I
	Track record of achieving real change	E	A & I
	Strategic HR and OD Expertise: Deep knowledge of HR best practices, organisational design, change management, and talent development.	E	A & I
	Experience in Restructuring: Proven track record in leading significant organisational change, restructuring initiatives, and managing complex people-related transformation processes.	E	A & I
	Change Management: Demonstrated ability to lead and manage large-scale change and transformation programmes with measurable results.	E	A & I
	Public Sector Understanding: A strong understanding of the public sector environment, either in a government or NHS capacity. You will understand the environment's structure, policies, and regulatory frameworks	E	A & I
	People-Centric Approach: A deep commitment to diversity, equity, and inclusion, with a focus on building a collaborative, inclusive and supportive work environment.	E	A & I
	Public Sector Networks: Established networks within the public sector, including links to	D	A & I

Category	Criteria	Essential (E) Desirable (D)	How tested*
	government bodies, unions, and other relevant organisations.		
Knowledge and Understanding	Knowledge and understanding of confidentiality within the workplace (particularly within the NHS)	E	A & I
	Knowledge and understanding of Equality Act (2010)	E	A & I
	Knowledge and understanding of Freedom of Information Act (2000)	E	A & I
	Knowledge and understanding of Data Protection Act/General Data Protection Regulations (2018)	E	A & I
	Commitment to own personal and continued professional development	E	A & I
Other			

* A – application form; I – interview; T – test